

South East Regional Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 4,230 patients
Emergency presentations:² 4,018 patients

Same period last year	Change since one year ago
4,109	3%
3,892	3%

South East Regional Hospital: Time patients waited to start treatment ³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 475 patients

Median time to start treatment⁴  9 minutes
90th percentile time to start treatment⁵  25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,304 patients

Median time to start treatment⁴  19 minutes
90th percentile time to start treatment⁵  59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,611 patients

Median time to start treatment⁴  26 minutes
90th percentile time to start treatment⁵  99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 615 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  112 minutes

Same period last year	NSW (this period)
392	
7 minutes	8 minutes
20 minutes	24 minutes
1,340	
18 minutes	19 minutes
49 minutes	63 minutes
1,653	
26 minutes	24 minutes
103 minutes	95 minutes
498	
27 minutes	21 minutes
103 minutes	96 minutes

South East Regional Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,230 patients

Percentage of patients who spent four hours or less in the ED  75%

Same period last year	Change since one year ago
4,109	3%
75%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

South East Regional Hospital: Patients presenting to the emergency department

April to June 2018

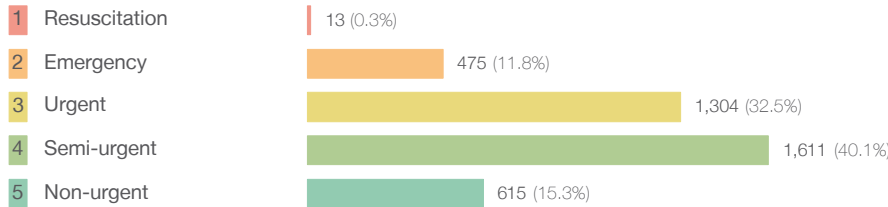
All presentations:¹ 4,230 patients

Same period last year
Change since one year ago

4,109 3%

Emergency presentations² by triage category: 4,018 patients

3,892 3%



9 44.4%

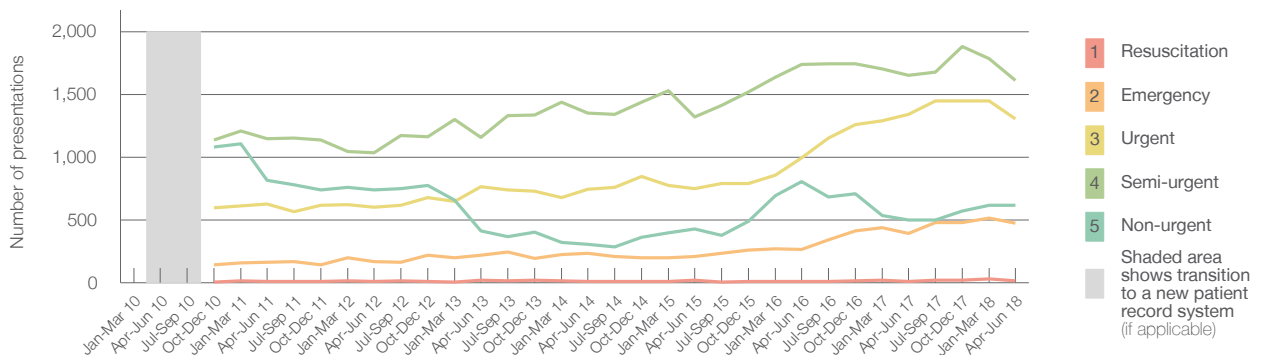
392 21.2%

1,340 -2.7%

1,653 -2.5%

498 23.5%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		8	11	21	12	18	12	9	13
Emergency		164	168	221	236	210	263	392	475
Urgent		629	599	763	745	750	996	1,340	1,304
Semi-urgent		1,149	1,037	1,157	1,352	1,322	1,738	1,653	1,611
Non-urgent		817	740	414	304	430	807	498	615
All emergency presentations		2,767	2,555	2,576	2,649	2,730	3,816	3,892	4,018

South East Regional Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 870 patients

Same period last year
Change since one year ago

930

ED Transfer of care time

Median time 12 minutes

11 minutes 1 minute

90th percentile time 27 minutes

20 minutes 7 minutes

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 2 April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 475

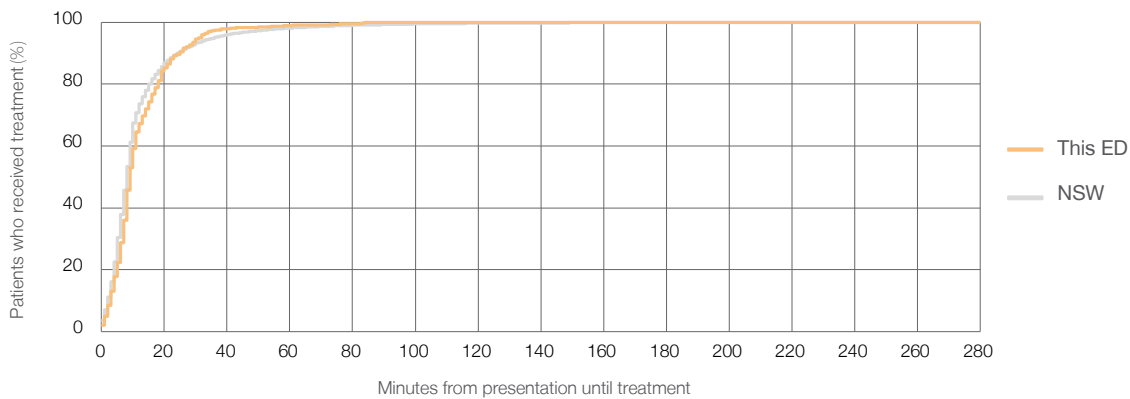
Number of triage 2 patients used to calculate waiting time:³ 473

Median time to start treatment⁴ 9 minutes

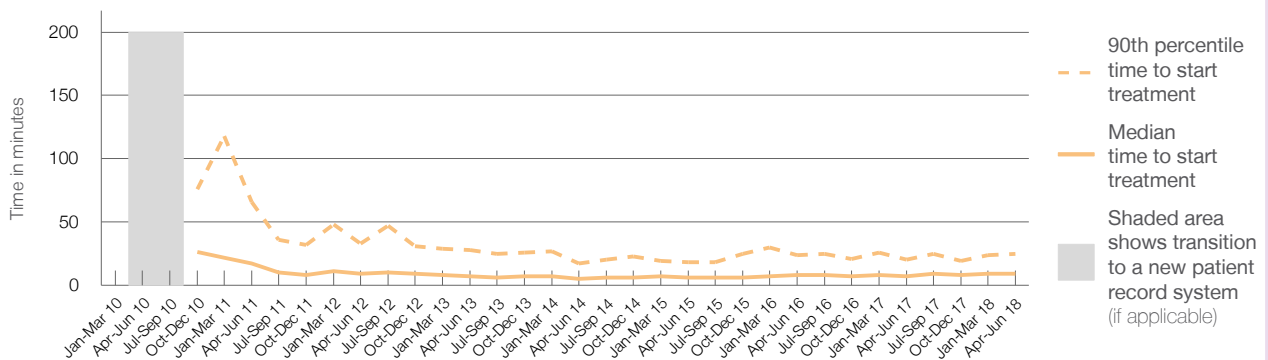
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
392	392
7 minutes	8 minutes
20 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		17	9	7	5	6	8	7	9
90th percentile time to start treatment ⁵ (minutes)		66	33	28	17	18	24	20	25

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South East Regional Hospital: Time patients waited to start treatment, triage 3

April to June 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,304

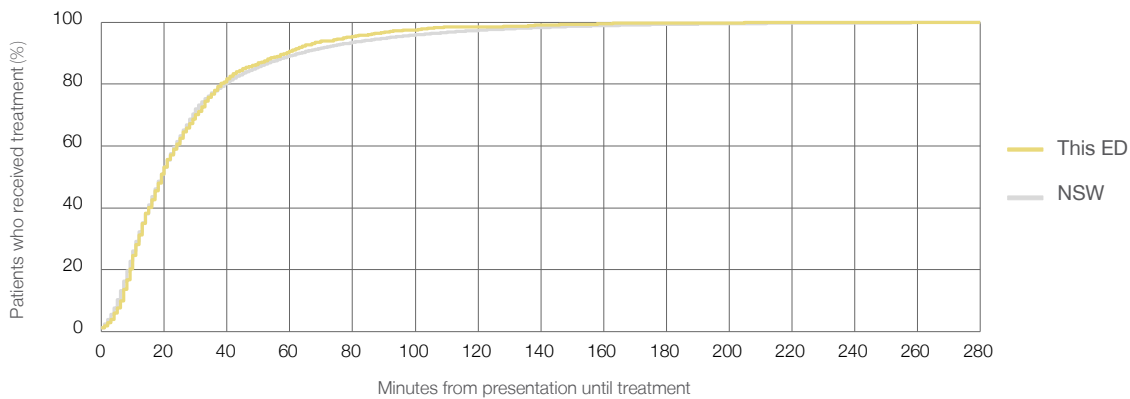
Number of triage 3 patients used to calculate waiting time:³ 1,287

Median time to start treatment⁴ 19 minutes

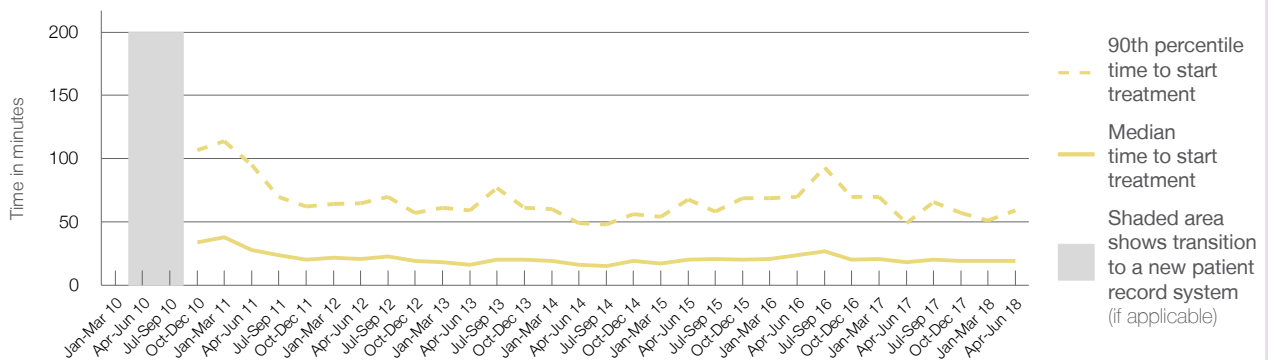
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,340	1,326
18 minutes	19 minutes
49 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		28	21	16	16	20	24	18	19
90th percentile time to start treatment ⁵ (minutes)		95	65	59	49	68	70	49	59

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South East Regional Hospital: Time patients waited to start treatment, triage 4 April to June 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,611

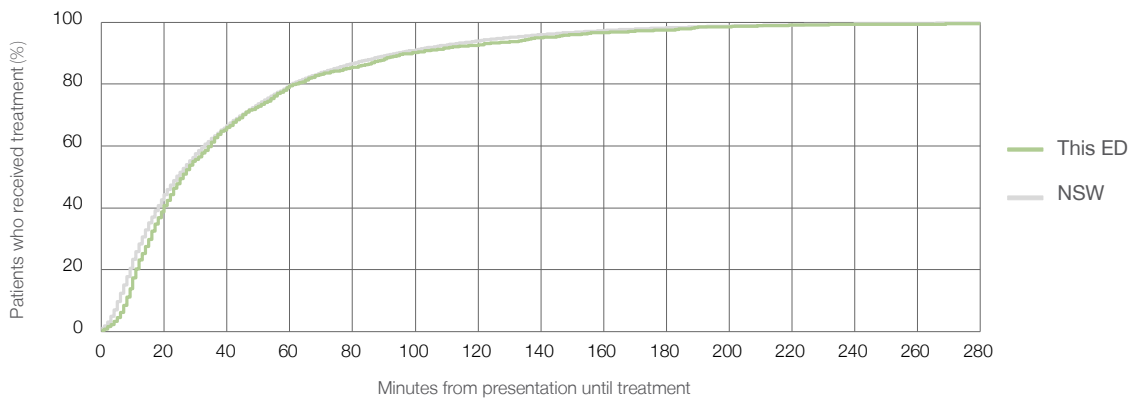
Number of triage 4 patients used to calculate waiting time:³ 1,562

Median time to start treatment⁴ 26 minutes

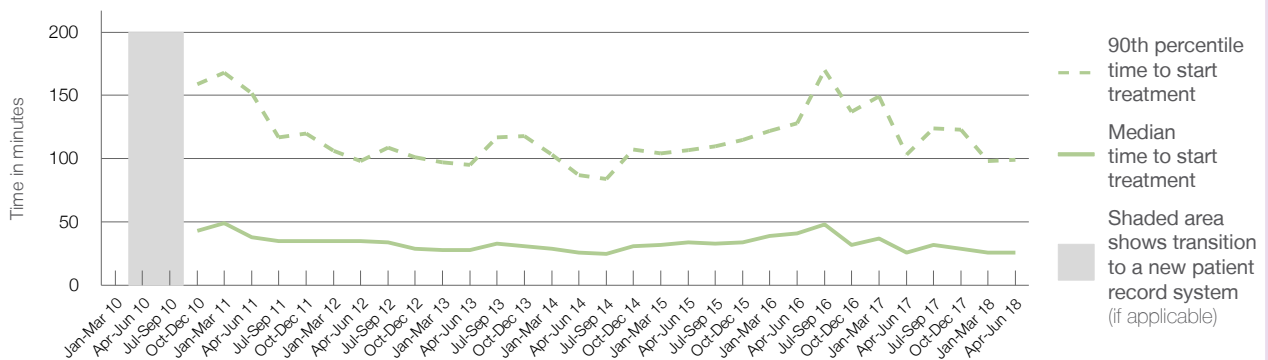
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,653	1,585
26 minutes	24 minutes
103 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		38	35	28	26	34	41	26	26
90th percentile time to start treatment ⁵ (minutes)		152	98	95	87	107	128	103	99

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South East Regional Hospital: Time patients waited to start treatment, triage 5 April to June 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 615

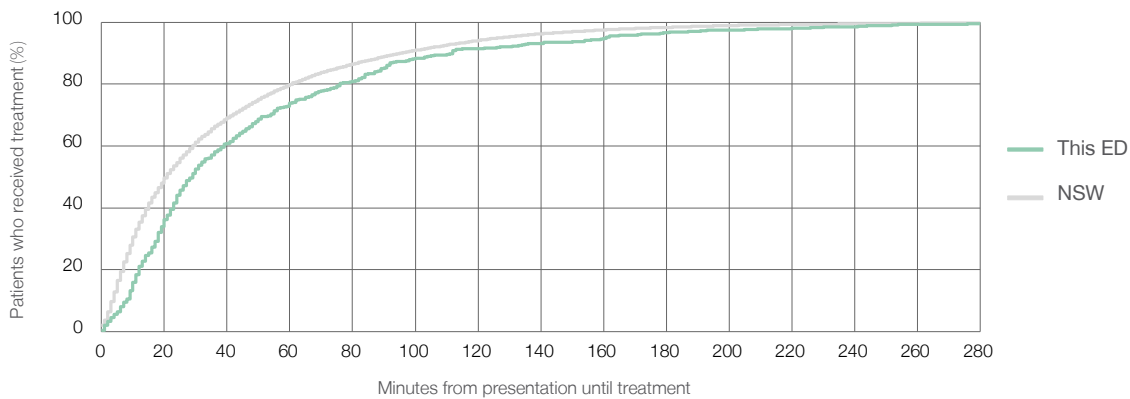
Number of triage 5 patients used to calculate waiting time:³ 520

Median time to start treatment⁴ 29 minutes

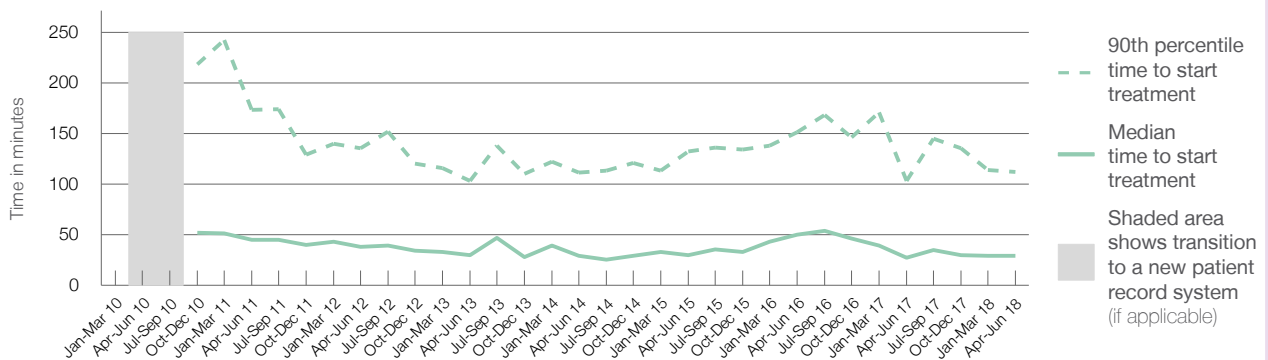
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
498	
423	
27 minutes	21 minutes
103 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		45	38	30	29	30	50	27	29
90th percentile time to start treatment ⁵ (minutes)		173	135	103	111	132	151	103	112

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South East Regional Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,230 patients

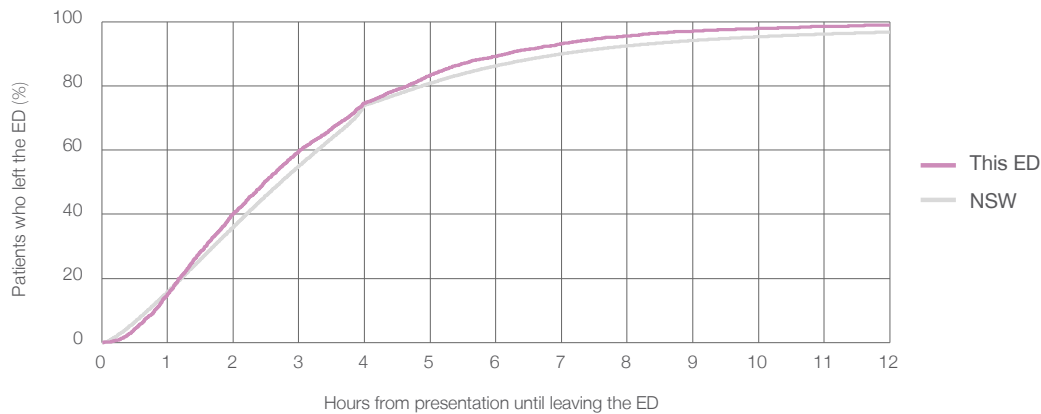
Presentations used to calculate time to leaving the ED:⁶ 4,230 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

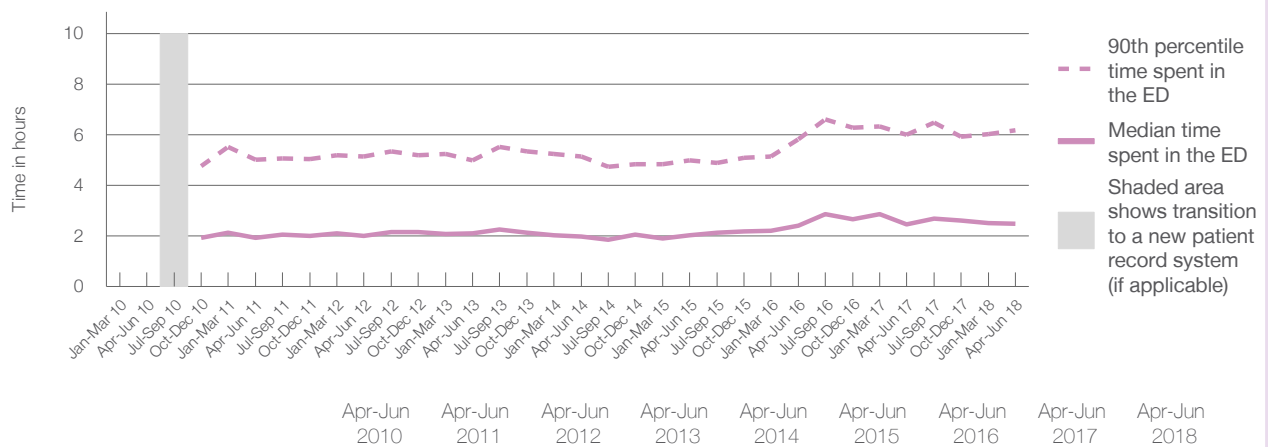
90th percentile time spent in the ED⁹ 6 hours and 11 minutes

Same period last year	NSW (this period)
4,109	4,109
2 hours and 28 minutes	2 hours and 44 minutes
6 hours and 0 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)		1h 56m	2h 0m	2h 6m	1h 59m	2h 2m	2h 25m	2h 28m	2h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 1m	5h 8m	4h 59m	5h 9m	5h 0m	5h 49m	6h 0m	6h 11m

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South East Regional Hospital: Time patients spent in the ED By mode of separation April to June 2018

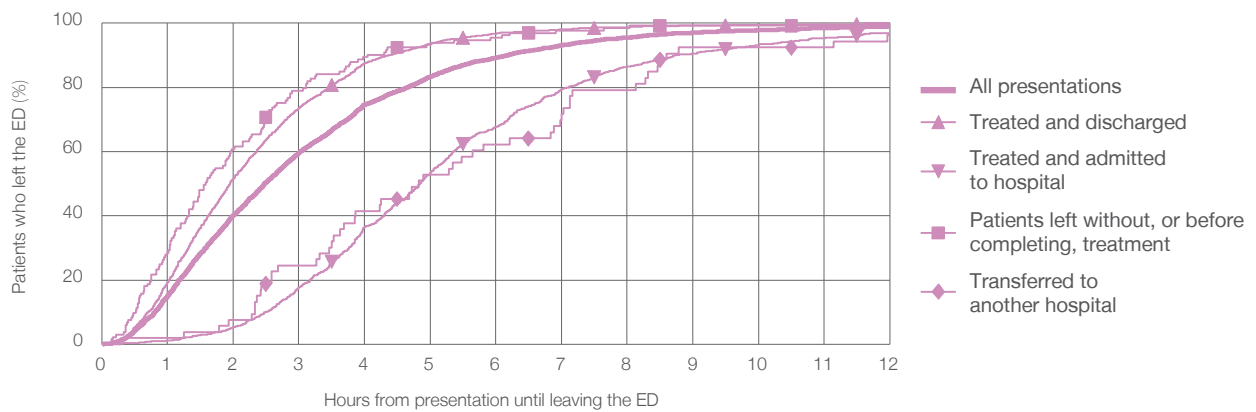
All presentations:¹ 4,230 patients

Presentations used to calculate time to leaving the ED:⁶ 4,230 patients

Treated and discharged	3,010 (71.2%)
Treated and admitted to hospital	1,025 (24.2%)
Patient left without, or before completing, treatment	133 (3.1%)
Transferred to another hospital	53 (1.3%)
Other	9 (0.2%)

Same period last year	Change since one year ago
4,109	3%
2,938	2.5%
1,000	2.5%
120	10.8%
42	26.2%
9	0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.4%	51.6%	73.5%	87.5%	96.7%	98.8%	99.4%	99.7%
Treated and admitted to hospital	1.2%	5.3%	17.8%	36.5%	67.8%	86.4%	93.3%	97.0%
Patient left without, or before completing, treatment	28.6%	60.9%	78.9%	89.5%	95.5%	98.5%	99.2%	100%
Transferred to another hospital	1.9%	7.5%	24.5%	41.5%	62.3%	79.2%	92.5%	96.2%
All presentations	15.2%	40.2%	59.6%	74.7%	89.2%	95.5%	97.8%	99.0%

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South East Regional Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 4,230 patients

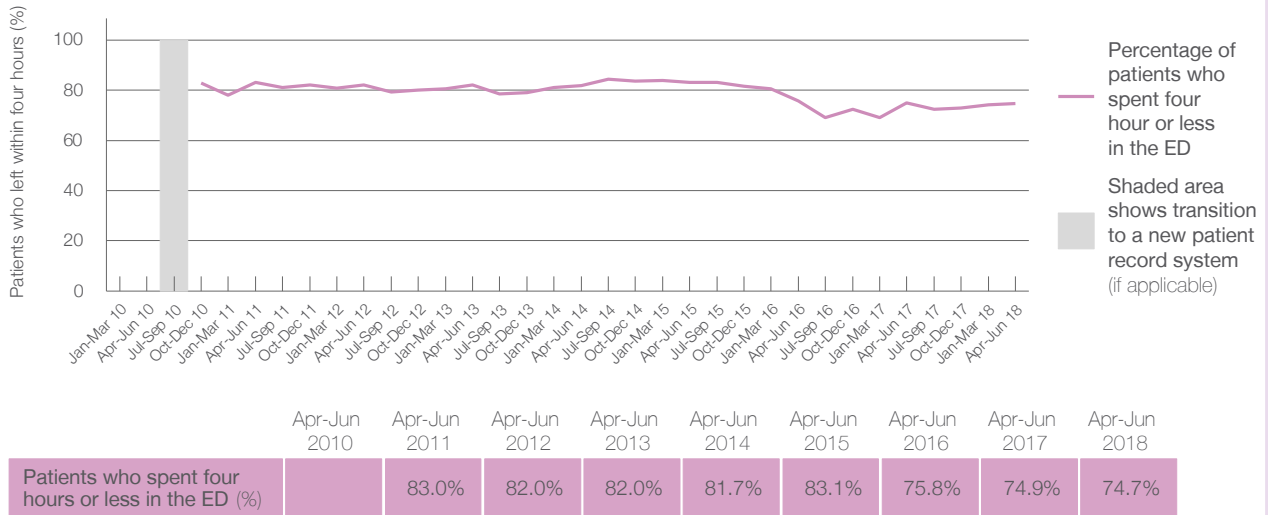
Presentations used to calculate time to leaving the ED: ⁶ 4,230 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,109	3%
4,109	3%
74.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).